Customer Service Report for SCB

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

CIT
Center for Information Technology
Snapshot Date: 8/1/2009 7:34:09 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	6	0	0	0	0	1	0	0	5	0	2
Edit Account	2	0	0	0	0	0	0	0	2	0	5
Password Reset	2	0	0	1	0	0	0	0	3	0	5
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	20
COTS-Other/Licensing	1	0	0	0	0	0	0	0	1	0	5
General Info	1	0	0	0	0	0	0	0	1	0	1
Email											
General Info	2	0	0	0	0	0	0	0	2	0	1
Helix Pine Mail	2	0	0	0	0	0	0	0	2	0	6
Helix Squirrel Mail	2	0	0	0	0	0	0	0	2	0	8
Helix Support											
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	1	0	14
Apps/Matlab/Mathematica	2	0	0	0	0	1	0	0	1	0	0
Apps/Other	4	0	0	0	0	0	0	0	4	0	6
Info/Biowulf	7	0	0	0	0	1	0	0	6	0	4
Info/General	2	0	0	0	0	0	0	0	2	0	2
Grand Total:	**35**	**0**	**0**	**1**	**0**	**3**	**0**	**0**	**33**	**0**	**5**

Total Tickets Closed:	**33**
Total Tickets Assigned/Pending/Checked Out:	**3**
Total Tickets Created:	**36**